



Illinois PASRR

System Update – Medicaid Field Now Directly Editable in AssessmentPro | External User Now Required to Keep Updated Medicaid Information

Maximus is pleased to announce an important update regarding the Medicaid information field in AssessmentPro (APro). In June 2025, a process change was implemented that required external users to submit Medicaid updates using a Smartsheet form rather than updating the field directly in APro. Effective immediately, this process has been updated.



What has changed?

1. The Medicaid field is now editable directly in APro.
2. External users, including hospital staff, nursing facility staff, and SLP staff are no longer required to complete the Smartsheet form to request Medicaid updates.

Moving forward, external users are now responsible for entering and maintaining accurate Medicaid information directly in APro. Ensure Medicaid information is kept as current as possible since the Smartsheet form will no longer be used for this purpose.

If you have any questions about this update or need assistance with APro, please [contact the Help Desk](#).



SUPPORT: Contact the Maximus - Illinois Help Desk

The Maximus – Illinois Help Desk team is available to answer any process or system-related questions from 8:00 a.m. to 8:00 p.m. CST, Sunday – Saturday.

- General Help Desk Assistance: ILHelpDesk@maximus.com
- Phone: **833.727.7745**
- PASRR Tools and Resources page: <https://maximusclinicalservices.com/svcs/il/pasrr/resources>



HFS

Illinois Department of
Healthcare and Family Services
